WISCONSIN WORKS (W-2) CONTRACT AND IMPLEMENTATION COMMITTEE

201 E. Washington Avenue, GEF 1, Room D203 Madison, WI

> Friday, February 15th, 2002 10:00 AM - 12:15 PM

MINUTES

The W-2 Contract and Implementation Committee is the single point of contact for feedback to the Department of Workforce Development on policy implementation related to W-2 agencies, and includes representation from the Wisconsin County Human Service Association (WCHSA), Urban Caucus counties, W-2 private agencies in Milwaukee County and the balance of state, and Tribal W-2 agencies.

COMMITTEE: Members (Present = X) **Alternates** (Present = X)

X Eric Baker	Jan Alft
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State Staff

Attendees: Gary Denis, DWS/BWP

> Nancy Buckwalter, DWS/BDS Paul Saeman, DWD/BWI Diane Parduhn, DWS/BDS Steve Dow. DWS/BWP

Erin Fath, DOA

Victoria Carreon, LFB

Kevin Huggins, DWS/BDS Mary Rowin, DWS/AO

Tim Hineline. DWS

Dianne Reynolds, DWS/BWP Pat McDonnell, DWD/AO Jude Morse, DWS/BPS

Guests: Karen Roker, ACLU-WI

> Jane Batha, Curtis & Asso. John Wilberding, MAXIMUS

Beth Smith, AFSCME Cindy Sutton, RCHSD Shirley Kitchen, Dodge Co. DHS Kathi Madsen, Douglas Co. DHS Marilyn Putz, Walworth Co.

Neil Naftzger, YW Works

Recorder: Jayne Wanless, DWS/BWP

Minutes Approval

Deb Hughes made a motion to approve the January's meeting minutes and was seconded by Ed Kamin; by unanimous vote the motion carried.

Issue/Discussion: C&I Revitalization Plan, Eric Baker, Deputy Secretary

Eric Baker complimented Teresa Pierce on her excellent work as chair of the nominating committee. The nominating committee consisted of Michael Van Dyke, Rita Renner, Jude Morse, Liz Green and Ed Kamin. Teresa Pierce shared a matrix that outlined the 20 nominees and the area each represents, some represented multiple areas. DWD wishes to accept all 20 nominees as members of the C&I committee to increase the diversity, depth and leadership especially with the additional work involved with the new sub-committee structure. The current committee agreed to the addition of 5 members to the C&I committee. The nominating committee will look at the new members and make sure they equally represent the 5 areas and report back to the C&I committee at the next meeting.

The group discussed the sub-committees listed in the updated C&I revitalization paper. The committee members had some concerns whether the C&I committee is truly representing the state since so many things are happening outside of the committee, such as the W-2 Monitoring Committee. A member requested that balance of state issues be brought to the committee and sub-committees since they are not Milwaukee specific issues. Eric Baker stated that the Milwaukee Monitoring Committee was formed by the Secretary to address specific issues in Milwaukee. A suggestion was made to have one of the committee members attend the Milwaukee Monitoring Committee and keep the C&I committee informed. Others wanted to make sure that issues were brought to the C&I committee in a timely fashion so the C&I committee could have input before the final decisions.

Another concern that a committee member brought to the Department's attention included that some of the committees may overlap such as the caseload fluctuation committee and the contingency fund. The committee chairs will have to be aware of the sub-committees agendas to make sure the committees are not working against each other. The committee recommended putting TANF Reauthorization sub-committee as a subject under the program and planning sub-committee.

All 20 nominees were accepted and those in the audience joined the members at the table. During the next month the nominating committee will organize the new committee members to select a chair and make subcommittee choices. The March meeting was cancelled to allow time for the selection process. Teresa Pierce will send out an e-mail to members to complete this process.

The 2002-2003 committee members are:

Phyllis Bermingham, Marathon Co. Cheryl Cobb, UMOS Charity Eleson, Dane Co. Connie Hendries, Manitowoc Co. Deb Hughes, SW Consortium Ed Kamin, Kenosha Co. Shirley Kitchen, Dodge Co. Kathi Madsen, Douglas Co. Barb Metoxen. Oneida Nation Teresa Pierce, Workforce Connections Tom Prete. Forward Services Marilyn Putz, Kaiser Group John Rathman, Outagamie Co. Terri Rapp, Wood Co. Rita Renner, YW Works Shirley Ross, LaCrosse Co. Jerry Stepaniak, Maximus Cindy Sutton. Rock Co. Michael Van Dyke, Door Co. OIC Rep - Pending

Issue/Discussion: Update: Customer Satisfaction Subcommittee Cheryl Cobb, UMOS

The pre-test for the survey started yesterday on 2/14/02. The surveyors found that 18% of the polled cases in Milwaukee had bad phone numbers. Spanish and Hmong translation is ready to go and will start on March 1st. The Department will present the results of the pre-test at the next C&I meeting. The number of cases surveyed varies depending on the size of the agency.

Milwaukee—105 cases per region Dane, Kenosha, Rock and Racine—75 cases per agency The next 16 largest agencies—45 cases per agency Remaining agencies—15 or actual number of cases

The committee wants to know how many cases an agency must have to fall into the different categories and whether an agency can move from having only 15 cases surveyed to 45 depending if their caseload increases. The survey committee will address the reason behind the number of cases surveyed in the agency. The survey committee will also look to see pre-test results show any areas where the survey needs to be improved to assure a sound instrument for agencies to be measured.

Issue/Discussion: Conference call with DHFS: Faith-Based Advisory Committee and the DWD regional offices, Kevin Huggins, DWS/BPS

Earlier DWD and DHFS had a conference call to address concerns about contract issues. Claude Gilmore from DHFS concerns surrounded the selections of providers and the performance standard. The contract calls for documentation that services were delivered.

Issue/Discussion: Review January Caseload, Paul Saeman, DWS/BWI

Entered employments went down last month and caseload numbers increased. The Balance of State Agencies biggest growth area was in the W-2 T placement. Caretaker of a new born payments also increased. The YW Works caseload keeps increasing but new cases are not staying on W-2 long term. Regions 4 and 5 still have 45% of the total growth. The caseloads to worker ratios in region 4 are under control and in region 5 continues to exceed 60. Sanctioning is down in both regions.

The committee commented that an increase in W-2 Ts and CMCs would not raise entered employments. Maximus job fair that usually has 30 employers has only 2. Concerns that staff perception of a bad economy is reflected in the numbers. Racine has seen a drop off in intake.

The caseload scenarios using the January dates show costs going up. The average case costs \$531 statewide. The next reports will use an average from March 2001 to the recent month to smooth out the fluctuation as advised by the fiscal bureau. The committee commented that current data does not reflect what was budgeted in their contracts.

The January reports on the performance standards will be available at the end of February through the regional offices.

Issue/Discussion: Milwaukee Monitoring Committee Update, Nancy Buckwalter, DWS/BPS

The committee reviewed an updated summary chart of changes in W-2 implemented in Milwaukee and Balance of State. The Department is pursuing changes through the 2003-2005 biennial budget process for a statutory language change to allow retroactive benefits; earlier the Department thought it might be able to submit separate legislation but this does not look possible due to the time needed for the budget repairs. The report to identify individuals that have been in Case Management Services (CMS) for more than 30 days is scheduled for release on February 22, 2002. The Secretary met with Bob Giloth from the Casey Foundation regarding the funding for the Milwaukee Consumer Choice Initiative.

Issue/Discussion: OTHER -

Jim Krivsky, representative from Racine is retiring next month, received a round of applause for his service to the committee. Enjoy your retirement Jim!

NEXT MEETING DATE: April 19, 2002

10:00 a.m.-2:00 p.m. 201 East Washington Ave. GEF 1-Room 203D

Madison, WI